Project Business Case

 Project Name: DIVERSION ASSISTANCE

Project Short Name: Diversion

Agency: Department of Human Services

Business Unit/Program Area: Economic Assistance (TANF)

Type of Project: Major enhancement/upgrade

Date: May 19, 2006

Version: 3

Project Description:

Diversion Assistance is designed to provide aid to families whose earned income has been reduced and who are in need of short-term assistance to provide for financial needs until self-sustaining income begins again. TANF Diversion is designed to be an alternative to receiving ongoing TANF cash assistance.

This project is designed to change the VISION system to accommodate Diversion Assistance and to keep the existing TANF system the same way.

Business Need/Problem:

Diversion Assistance is a program that allows families with dependent children that meet specific criteria, to obtain up to 4 months of assistance during a 12-month period of time. Diversion Assistance cases will process the same as TANF cases with the following exceptions:

- Sixty month lifetime limit does not apply
- Child Support Enforcement requirement does not apply, there will not be a referral to Child Support Enforcement and child support received will be used to determine the amount of the benefit.
- A referral to the Jobs Opportunity and Basic Skills program is voluntary
- A referral to North Dakota Health Tracks program is voluntary
- Diversion Assistance is considered non-assistance and not included on the federal TANF report.

Changes to the Vision system are required to accommodate Diversion Assistance processing.

Solution (as described in Proposed Solution):

The VISION computer system is used to provide TANF and Medicaid benefits to citizens of our state. Modifying this system is much more cost effective than building a brand new system for Diversion Assistance, since we will be able to reuse much of the same programming code, reports and notices that the VISION system uses today

Consistency/Fit with Organization's Mission:

The Departments mission is: Our mission is to provide quality, efficient and effective human services, which improve the lives of people.

TANF Diversion will improve the lives of clients that qualify for this assistance. The Department of Human Services has advocated that we use one system for the eligibility workers around the state and VISION is that system. By modifying the VISION system to accommodate TANF Diversion, we are supporting this goal.

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Cost Benefit Analysis

Anticipated Benefits:
By implementing Diversion Assistance into the VISION system, we will see the following benefits:
1. We will measure and track how many families and children are enrolled in the Diversion Assistance Project.
2. We will measure and track how many of these families and children were in Diversion Assistance and how many of these Diversion Assistance clients become TANF Assistance clients within 2 months after leaving Diversion Assistance.
3. We will also track how many Diversion Assistance families and children do not become TANF Assistance clients and thus are not on the TANF rolls after being enrolled in Diversion Assistance.
4. We will be able to measure the success of the project relating to reports and notices. These reports and notices will be modified for Diversion Assistance cases.
5. We will be able to track the work participation rate and see if Diversion Assistance has made a difference in this rate.

Implications of not doing this project:
- The State of North Dakota could lose up to 5% of the TANF block grant if these changes are not made.
- It is a Federal Directive to increase the work participation rate by Oct 1 of 2006. To accomplish this, the DHS Executive office has directed us to implement Diversion Assistance by August 1, 2006.

Cost Estimate:
Estimated Costs

Type of Costs	Initial Cost	Remarks
Hardware	0	No additional hardware needed
Software	0	Software already tools already purchased
ITD Programming	$241,168	3445 man hours at $70/hour
County Staff	$28,787.50	5 workers for 3.5 weeks at $1645 per week. This includes salary, hotel, meals and mileage. Because our system testing will only be 3 weeks instead of the normal 6 weeks, we will need county staff to help us in this testing. We have used county staff in the majority of other rollouts and this has proved to be invaluable.
DHS – ITS Staff	0	Costs will not be charged to the project since ITS staff is not billable to DHS. There will be considerable hours spent in meetings and testing this system. The hours of the ITS staff will be tracked.
System Support, Development and Policy Staff	0	Costs will not be charged to the project for System Support, Development and Policy Staff since they are employed by DHS.

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		Considerable time in design meetings and acceptance and system testing is crucial to the success of this project. The hours for the staff will be tracked.

Cost/Benefit Analysis:

The total cost of the project is estimated at $269,955.50. This includes $241,168 for ITD programmers and $28,787.50 for county workers (see explanation in Risk Area Below.) We will measure our results so we can report on them in the future.

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Project Risks:

Risk ID	Date Raised	Status (Active, Potential, Closed)	Risk	Risk Probability L, M, H	Risk Impact L, M, H	Risk Assignment	Agreed Response (Avoid, Transfer, Mitigate, Accept)	Risk Response Plan (Required Actions and Contingency Plan)
1		Potential	Scope Changes	M	H	ITD Project Manager	Mitigate	Create 'ISSUE' and if necessary, issue Impact of Project Change.
2		Potential	Cost/Time overruns	M	H	ITD Project Manager	Mitigate	Identify problem areas based on Gantt Chart that can possibly be adjusted or issue Impact of Project Change.
3		Potential	ITD Development Rates Change	M	M	Project Manager	Mitigate	issue an Impact of Project Change.
4		Potential	Technology Changes	L-M	M-H	Department Project Manager ITD Project Manager	Mitigate	Possible training of the project team members. Procure outside vendors. If necessary, issue an Impact of Project Change.
5		Potential	Lack of ITD personnel	L–M	H	Software Development Manager(s) Project Management Officer ITD Project Manager	Mitigate	Project would continue with current staff until additional staff are assigned. This could require hiring outside consultants or current staff working overtime. If necessary, issue an Impact of Project Change.
6		Potential	Department loses Funding	L	H	Sponsor	Mitigate	Termination of Project
7		Potential	Eliminating Review of some programs	L	H	ITD Technical Lead	Mitigate	Correct the problem or develop work around
8		Potential	Mainframe Migration	L	M	ITD Technical Lead	Mitigate	Project would continue with current staff, with appropriate re-assignments made. Additional staff may need to be transferred or persons hired to replace personnel leaving.
9		Potential	ITD loses key personnel	L	H	Software Development Manager(s) Project Management Officer ITD Project Manager	Mitigate	Project would continue with current staff, with appropriate re-assignments made. Additional staff may need to be transferred or persons hired to replace personnel leaving. If possible, transition training could be done by key person leaving.
10		Potential	Product quality	L	H	ITD Project Manager	Mitigate	Tune and make adjustments to product until the product meets the approved design. If necessary, issue Impact of Project Change.

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11	5/9/06	Active	Less than standard acceptance testing timeframe	H	H	DHS Project Manager	Accept	Normally we plan for six weeks of acceptance testing but due to the August 1st deadline we are only able to fit in 3 weeks of acceptance testing. **Response Plan:** Request five County Eligibility Workers at an agreed upon cost to assist in acceptance testing for four weeks. **Assessment:** By adding these additional resources to the project, we can minimize the problems in production and create a better product for users of this system.
12		Potential	Department loses key personnel	L	H	Department - personnel ITD Project Manager - - Impact of Project Change	Mitigate	Project would continue with current staff, with appropriate re-assignments made. Additional staff may need to be transferred or persons hired to replace personnel leaving. If possible, transition training could be done by key person leaving. If this causes a delay in the project, issue an Impact of Project Change.
13		Potential	Lack of ITS personnel	M-H	H	DHS Project Manager	Mitigate	Request other ITS or ITD staff